



# Avaya

## 3M00030A Exam

**Avaya Contact Center Select (ACCS) Avaya Professional Design Specialist (APDS) Online Test Exam**

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**Question: 1**

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Avaya Contact Center Solutions for IP Office including Avaya IP Office Contact Center and Avaya Contact Center Select are solutions optimized for IP Office software.

- A. True
- B. False

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**Answer: A**

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**Question: 2**

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Match each product to its description. For each description on the left, select the corresponding product from the drop-down list on the right.

Enables businesses to proactively deliver outbound communications and relevant information in a timely fashion, in order to provide consistent, high value customer experiences and improve overall customer lifetime value or CLV.

Is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

Is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

--Select--

- Avaya IP Office Contact Center
- Avaya Outbound Contact Express
- Avaya Contact Center Select

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**Answer:**

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--Select--

Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

--Select--

Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

--Select--

Avaya IP Office Contact Center
Avaya Outbound Contact Express
Avaya Contact Center Select

Explanation:

Enables business to proactively deliver outbound communication and relevant... - Avaya Outbound Contact Center Express

Is a full-featured solution that delivers simplicity and exceptional value... - Avaya Contact Center Express

Is a full enterprise-class solution that offers simplicity without compromise... - Avaya Contact Center Select

### **Question: 3**

The Avaya Midmarket portfolio was created for midsize businesses because of which of the following reasons. (Select one.)

- A. Current offers in the Customer Experience Management (former Contact Center) space were too complex and too expensive for some midsize businesses.
- B. Current offers in the Customer Experience Management (former Contact Center) space had no blending of inbound, outbound, and multichannel workflows.
- C. Current offers in the Customer Experience Management (former Contact Center) space had full-featured multichannel solutions which were of no interest to midsize businesses.
- D. Current offers in the Customer Experience Management (former Contact Center) space had too few deployment options that midsize businesses were looking for.

**Answer: A**

### **Question: 4**

Which is an IP Office-based Midmarket contact center solution? (Select one.)

- A. Avaya Aura® Call Center Elite for Midsize Enterprise
- B. Avaya Proactive Contact
- C. Avaya Outbound Contact Express
- D. Avaya Aura® Contact Center

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**Answer: B**

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Explanation:

Reference:

<http://www.avaya.com/usa/solutions/midmarket-business/>

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**Question: 5**

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Identify the maximum number of configured agents for all channels on Avaya Contact Center Select. (Select one.)

- A. 100
- B. 500
- C. 1000
- D. 3,000

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**Answer: C**

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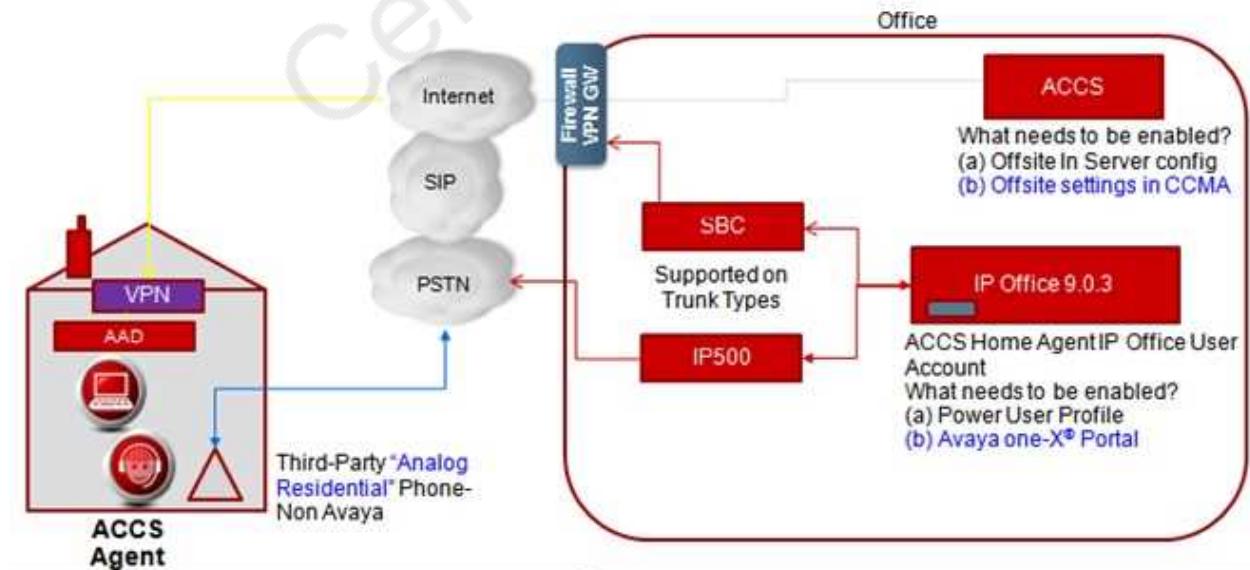


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**Question: 6**

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Avaya Contact Center Select (ACCS) supports Home Worker Agent (Telecommuter) scenarios. Which is the scenario depicted in the diagram shown here? (Select one.)



- A. Agent works from home using an Avaya "VPN" Phone as their audio device - Secure Solution
- B. Agent works from home using their "Non Avaya" Phone as their audio device

C.Agent works from home using an Avaya IP Office "SIP Softphone" as their audio device - Secure Solution

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**Answer: C**

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**Question: 7**

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Which statements speak to the value of Avaya Contact Center Select? (Select two.)

- A. It is an enterprise-class solution that offers simplicity without compromise, for contact centers with 30 to 250 agents that address the entire customer lifecycle.
- B. It offers an optimized template proposal for the Midmarket which is scalable up to the enterprise market, and provides one investment stream across all market segments
- C. It is a full-featured solution that delivers simplicity and exceptional value for contact centers with up to 100 agents focused primarily on support.

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**Answer: B,C**

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